

The Development of a Mobile Services System:

A Case Study for University INN

A Thesis submitted to the Faculty of Information Technology
in partial Fulfillment of the requirement for the degree
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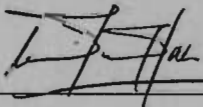
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ABSTRACT

The mobile device and the emergence of wireless technologies are rapidly increasing. Firm adopted mobile devices and wireless technologies are adopted in order to assist and improve their business performances. With mobile commerce (M-commerce) technology, mobile ticketing, booking reservation and all other services possible to be done on mobile, service will be possible anywhere at any time. This research aimed to study the needed of the university INN to do all the services and/or add some services to be done on mobile application. There are many new international student come to UUM every semester, some of them choose the University INN to live in it through the study time. University INN provide several services to the student they live on it or not, like a travel from UUM to Penang and KL, reservation airline ticket, other kind of services such as room maintenance. This research will provide a prototype that allow the student to check all of these services through the WAP application, this allow students to check if there are rooms available to book it, check the important service like the maintenance services to the room, available travel and reservation a ticket. This will allow the student to check these services in anywhere and anytime.

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

Computing environments in the future will free the user from the constraints of stationary desktop computing, a few research are investing what application maximally benefit from mobility. Application for mobile should take advantage of contextual information, such as position, to offer great service to the user. However the application software is focusing on desktop computing system.

E-Business is quickly turning into the business, as the convenience and cost savings of the web are becoming apparent. The new internet frontier is mobile e-Business, or “M-Business”, with a strong focus on mobile commerce, or M-Commerce, for both the consumer and business markets. Mobile E-Business is the arena in which innovation and powerful solutions are anticipated.

Nowadays, mobile device (small screen), such as a Personal Digital Assistants (PDAs) a handheld computer for managing contacts, appointments and tasks. It

The contents of
the thesis is for
internal user
only

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